**Information pack for canvasser applications**

The Electoral Registration Officer is recruiting Canvassers to enable the completion of the 2023 Annual Canvass.

Staff will be required to visit properties within an allocated area to encourage residents to respond to our canvass forms and Invitations to Register (ITR).

We work to strict deadlines and applicants must be able to complete the work to the timeframe.

**Door knock visits – Friday 20 October – Sunday 12 November 2023**

Any households who have not responded to canvass communications will require a personal visit. You will also visit individuals who have not completed an ITR.

All responses will be logged by canvassers using tablets.

Please see the job description and person specification for full details

**Key dates**

Please note you must be able to carry out and complete the duties in the following timescales.

|  |  |
| --- | --- |
| **Dates** | **Task** |
| Week commencing Monday 2 October | Training for canvassers on how to undertake personal visits (various times & dates during the week) |
| Friday 20 October to Sunday 12 November | Canvassers to make personal visits to non-responding properties and individuals |
| Sunday 12 November, 8pm | All canvasser actions to be completed |

The rate of pay will be **£10.5951 per hour** (plus holiday pay pro-rata) which will be paid on the completion of verified timesheets on a monthly basis and in line with the requirements of the Council payroll team. You will be required to attend training before commencing this work for which you will receive a payment of £25.

We have vacancies in limited areas of the city, both to work with existing canvassers or for a new pair. If you have a preferred area please state this on the application form (we cannot guarantee this request will be met). This will be discussed with you if you are successful.

If you are interested in becoming a Canvasser this year please complete the application form and send to [electionstaff@coventry.gov.uk](mailto:electionstaff@coventry.gov.uk) by the deadline. Please also pass to any family or friends who may be interested.

**Application for post of Electoral Services canvasser**

|  |  |
| --- | --- |
| Full Name |  |
| Email address |  |
| Contact phone number |  |
| Preferred area of the City to canvass *(we cannot guarantee this request will be met)* |  |

Please complete the questions below as fully as you can.

**Question 1 – Subject Knowledge**

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| --- |
| Please tell me what Electoral Registration is |
| Answer: |

**Question 2 – Delivering Good Customer Service**

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| --- |
| Please tell me what experience you have of undertaking face to face contact with customers |
| Answer: |

**Question 3 – Being Adaptable**

|  |
| --- |
| How you would deal with the situation if a customer became verbally aggressive? |
| Answer: |

**Question 4 – Understanding how we work**

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| --- |
| Tell me about a time when you have had to follow administrative procedures and why you think it is important to have procedures in place? |
| Answer: |

**Question 5 – Being Adaptable**

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| --- |
| Tell me about a time when you have been in a situation that has required you to use your initiative to find a solution/answer? |
| Answer: |

**Question 6 – Making the right decisions**

|  |
| --- |
| Tell me about how you manage your workload to meet deadlines? |
| Answer: |

**Question 7 – Making the right decisions**

|  |
| --- |
| As you will be collecting personal information at the door. What issues do you think you need to consider? |
| Answer: |

**Question 8**

This job requires you to work outside in all weathers at evenings and weekends to ensure you can get responses from customers. Please confirm that this is acceptable to you.

|  |  |
| --- | --- |
|  | **Please tick to confirm** |
| **YES, this is acceptable** |  |

Please return this form by email to [electionstaff@coventry.gov.uk](mailto:electionstaff@coventry.gov.uk)

**By the deadline of 5pm on Sunday 17 September 2023**